

CITY OF REDWOOD CITY LIBRARY DIVISION MANAGER

DEFINITION

To manage, direct, supervise, and coordinate a major division of library service such as Information Services, Collection Services, or Reading Services; to coordinate activities with work teams and with other divisions, departments, and libraries; to provide highly complex staff assistance to the Library Director; and to function as the Library Director when needed.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Library Director.

Responsibilities include direct and indirect supervision of professional, technical, and clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

1. Develop, plan, and implement Division and Library goals, objectives, policies, and procedures for a comprehensive library division such as Information Services, Collection Services and Reading Services.
2. Approve and direct implementation of specific activities, projects, plans, and procedures prepared by staff.
3. Assist in the preparation and administration of the departmental budget. Monitor authorized expenditures.
4. Resolve work problems; formulate and interpret administrative policies; determine the best approach to accomplish work objectives.
5. Recruit, select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
6. Coordinate and supervise specialized self directed work teams; attend and participate in related work team meetings.
7. Direct, oversee and participate in the development of the Division work plan; assign work activities, projects and programs; monitor work flow; review and evaluate the efficiency, effectiveness, and quality of work products, methods and procedures. Identify opportunities for improvement and review with the Library Director; implement improvements.
8. Provide for the implementation of programs in all City libraries, schools, day care centers, adult facilities and other community locations.

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9. Compile and analyze library activity reports, evaluate library services, programs, systems, and procedures; recommend changes.
10. Ensure that the Library's role as primary information and readers' services resource in the community is maintained; provide direction for growth in the Library and recommend modifications to Library programs, policies, and procedures as appropriate.
11. Demonstrate and foster in others a spirit of innovation.
12. Ensure the development of goals and the accomplishment of objectives for the Library's materials collections and/or information services in all City libraries; analyze scope, content and budget; provide for selection of and access to library resources for main library and branch libraries.
13. Answer questions and provide information to the public; investigate difficult or sensitive citizen complaints and recommend corrective action as necessary to resolve complaints.
14. Represent the City and the library system in the community and at professional meetings as required.
15. Assist in the coordination of library activities with other City departments and outside agencies.
16. Regular attendance and punctuality.

OTHER JOB RELATED DUTIES

1. Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Contemporary methods, techniques, principles, and practices of public library service administration and organization.

Principles of organization, administration, budget, and financial management.

Policies, procedures, and functions of the library system.

Principles of supervision, team building, training, personnel management, performance evaluation, and employee relations.

Public library materials selection standards and policies.

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Interpersonal communication techniques for dealing with the public and staff.

Program planning and evaluation methods and report writing procedures.

Ability to:

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Establish, maintain, and foster positive and harmonious working relationships with those supervised and contacted in the course of work.

Plan, communicate, delegate, and monitor a variety of concurrent projects.

Assist in the preparation of and administer the budget for a division.

Evaluate operations and problems, recommend and implement efficiency and productivity improvements.

Supervise the activities and operations of a professional library system.

Identify and analyze community needs; develop and implement library programs and services which are responsive to the needs of the community.

Interpret special needs of individual staff members in terms of motivation, productivity, and job satisfaction.

Analyze, interpret and explain department and division policies and procedures.

Elicit community and organizational support for library services and programs.

Assign, supervise, train, evaluate and provide training for professional and technical staff.

Communicate clearly and concisely, both orally and in writing.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible professional library experience in public libraries, including significant supervisory experience.

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Training:

Possession of a Master of Library Science Degree from an American Library Association accredited college or university.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, lift 40 lbs. and push/pull 80 lbs.

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**ADA
DOCUMENTATION OF ESSENTIAL DUTIES**

1. SDE
2. MDE
3. OWE
4. OWE
5. MDE
6. OWE
7. SDE
8. OWE
9. OME
10. OWE
11. ODE
12. OWE
13. MDE
14. MWE
15. OWE
16. ODE
17. OWE

**DOCUMENTATION SCALES AND CODES
FOR ESSENTIAL DUTIES**

Time Spent:

S	Significant	10% of day, week, or month
M	Moderate	5-9%
O	Occasional	Less than 5%

Frequency:

D	Daily
W	Weekly
M	Monthly
A	As needed

Supervisor/Manager Review:

E	Major focus of job/position
NE	Minor (can easily be assigned to another position)

Effective Date: April, 1996

Bargaining Group: Redwood City Management Employees' Association